

INFORMATION TECHNOLOGY (IT)
SERVICES
IN SUPPORT OF
THE DEPARTMENT OF ENERGY'S (DOE)
OFFICE OF SCIENCE
AND ENVIRONMENTAL PROGRAMS
AND
THE NATIONAL NUCLEAR SECURITY
ADMINISTRATION (NNSA)

OAK RIDGE, TENNESSEE

CONTENTS

1.	PURPOSE.....	7
2.	BACKGROUND.....	7
3.	SCOPE.....	8
4.	GENERAL CONTRACT PERFORMANCE REQUIREMENTS	9
5.	CONTRACT DEFINITIONS	9
6.	CONTRACT ACRONYMS.....	10

APPENDICES

[Appendix A – IT Support for Oak Ridge National Laboratory](#)

[Appendix B – IT Support for Environmental Management Program](#)

[Appendix C – IT Support for the NNSA's Y-12 National Nuclear Security Complex](#)

1. PURPOSE

The Department of Energy (DOE) Oak Ridge Operations (ORO) is acquiring the services of a contractor to perform Information Technology (IT) services in support of the Department of Energy's Office of Science (SC), Environmental Management (EM), and National Nuclear Security Administration (NNSA) programs. This Performance Work Statement (PWS) conveys the scope and requirements of IT services required. IT services are currently subcontracted by DOE/ORO's Management and Integration (M&I) contractor Bechtel Jacobs Company LLC (EM), and Management and Operating (M&O) contractors BWXT Y-12, LLC (NNSA) and UT-Battelle, LLC, Oak Ridge National Laboratory (ORNL) (SC).

2. BACKGROUND

ORO manages the DOE's programs in science and environmental management. ORO also provides support to national security activities managed by the NNSA. ORO is based in Oak Ridge, Tennessee. ORO is one of eight major DOE operations offices located across the United States.

Most ORO/NNSA activities are performed in Oak Ridge at three major DOE facilities located on the 33,750-acre Oak Ridge Reservation. These include the ORNL, the Y-12 National Security Complex, and the East Tennessee Technology Park (ETTP).

Science Programs are performed at Oak Ridge National Laboratory (ORNL) where researchers focus on basic and applied research to advance the nation's energy resources, environmental quality, scientific knowledge, and contribute to science education and national economic competitiveness. The Laboratory also performs work for non-DOE sponsors when such activities complement DOE missions and address important national or international issues. ORNL is managed by UT-Battelle, LLC.

Environmental Management is the largest Oak Ridge program, with cleanup programs underway to correct the legacies remaining from more than 50 years of energy research and weapons production. The program includes an aggressive effort to manage currently-generated wastes. Due to past operational practices, portions of the Oak Ridge Reservation are contaminated with radioactive elements, mercury, asbestos, PCBs, and industrial wastes. The Oak Ridge Reservation is on the Environmental Protection Agency's (EPA) national priorities list and is being cleaned up under a federal facilities agreement with EPA and the State of Tennessee. DOE is also focusing its resources to assess and clean up inactive waste sites and facilities, enhancing safe and effective waste management operations, emphasizing waste minimization, and coordinating applied waste research and development programs. ORO has major cleanup programs across the entire Oak Ridge reservation including the ORNL and Y-12 sites. ORO's Environmental Management program in Oak Ridge is managed by Bechtel Jacobs Company, LLC (BJC).

The National Security mission in Oak Ridge is carried out at the Y-12 National Nuclear Security Complex, formerly known as the Oak Ridge Y-12 Plant. Programs at Y-12 include manufacturing and reworking nuclear weapon components, dismantling nuclear weapon components returned from the national arsenal, serving as the nation's safe,

secure storehouse of special nuclear materials, reducing the global threat from terrorism and weapons of mass destruction, and providing the U.S. Navy with safe, militarily effective nuclear propulsion systems. Y-12 is managed by BWXT Y-12 for the National Nuclear Security Administration (NNSA).

3. SCOPE

The Contractor shall provide IT services and qualified staff that support the NNSA's Y-12 National Nuclear Security Complex, UT-Battelle, LLC organizations at ORNL, and the organizations within DOE/ORO/BJC Environmental Management Program. Because each of these activities is distinct and separate, and is managed by a different site contractor, specific scopes of work and requirements for the three activities are presented independently in succeeding appendices.

Support under this contract includes IT functions, services, and information and equipment accountability requirements. Not all of the information management work performed at the site contractor facilities is included in this Performance Work Statement (PWS) as some work may be accomplished by internal IT staff and/or other contractors.

Certain Site Contractor organizations sponsor projects in support of external work (work performed for organizations other than the Site Contractor). The Contractor may be tasked to provide IT services for these "work for others" projects. Generally this work is provided on an as-needed basis for a fixed period of time.

Some tasks within this PWS will require personnel that have a DOE Q clearance and, in some cases, accreditation under the DOE Human Reliability Program (HRP). Generally, this requirement relates to location of the work on the BWXT Y-12 Complex or access to data in the course of duties performed. These requirements will be identified in each applicable task.

A portion of the work defined in the PWS requires Contractor employees to be located in on-site facilities. Some Contractor employees may be allowed or, in some cases, required to locate off-site.

The Site Contractor will provide mandatory training for Contractor personnel based on site access requirements and job function as defined in the [Mandatory Training Requirements matrix \(Attachment H of Section J\)](#).

This PWS does not in any way cover any service provided by Qwest Communications in its contract with DOE-ORO. The Qwest contract includes the design, installation, construction, and maintenance of all telecommunications services associated with the Oak Ridge Federal – Integrated Communications Network (ORF-ICN) including the telephone switching system for DOE sites within the Oak Ridge Reservation (ORR). The ORF-ICN serves all of the advanced telecommunications needs of DOE, including Integrated Services Digital Network (ISDN), voice mail, videoconferences, 911 service, and additional services upon request.

4. GENERAL CONTRACT PERFORMANCE REQUIREMENTS

The following requirements have been identified as general criteria for successful overall performance on this contract. More specific requirements are defined in individual tasks.

- 4.1. The Contractor shall provide personnel who have sufficient experience, education, training, and skills to perform the work.
- 4.2. The Contractor shall comply with all technical requirements of this PWS, including reports, documentation, data, work products, milestone schedules, and deliverables as required by DOE/ORO and specific directives, policies and procedures.
- 4.3. The Contractor shall adhere to all security, environmental, safety, health, and work restrictions in different areas which they enter as required for that area (i.e. dress out in certain radiological areas).
- 4.4. The Contractor shall meet or exceed the current environment, requirements, and performance standards described in this PWS.
- 4.5. The Contractor must report incidences and occurrences which impact or have the potential to impact user access to IT services, or which pose threats to health/safety or security in accordance with regulations, directives, policies and procedures.
- 4.6. The Contractor shall develop a system to monitor and correct performance that does not meet standards as outlined in the Quality Assurance Surveillance Plan (QASP) and identified by the Contract Technical Monitor (CTM).
- 4.7. The Contractor shall comply with the Contractor's Transition Plan to assure an orderly and efficient transition, maintaining continuity of operations.

5. CONTRACT DEFINITIONS

Contracting Officer (CO) has the authority to administer this Contract. Many of the day to day contract administration duties have been delegated by the CO to the Contracting Officer's Representative (COR) and Contract Technical Monitor (CTM). However, certain contractual actions such as certification of invoices, issuance of cure notices, issuance of show cause letters, termination of the contract, negotiation and issuance of contract modifications, resolution of Contractor claims, and contract close out are retained by the CO.

Contracting Officer's Representative (COR) serves as the day to day manager of this Contract. The COR is the CO's technical representative and assists the CO in administration of the contract i.e. contract changes, performance problems, payments, etc. CORs do not have the authority to modify the contract.

Contract Technical Monitor (CTM) supports the COR in ensuring that the contractor complies with all requirements defined in the PWS. CTMs do not have the authority to modify the contract.

Contractor is the company signing this contract and is responsible for contract performance in compliance with federal, state, and local statutes and DOE policy and directives. The term “Contractor” as used in this document includes not only the Contractor’s personnel, but all its lower tier subcontractors that perform work under this contract.

Customer refers to the Department of Energy/Oak Ridge Operations and site contractors.

Site Contractors are BWXT Y-12, LLC, UT-Battelle, LLC, and Bechtel Jacobs Company LLC and any successors.

Task Order (TO) is an order for services placed against an established contract.

6. CONTRACT ACRONYMS

AAR	Authorized Approved Request
ACP	Accelerated Cleanup Project
ADP	Automated Data Processing
ADS	Application and Database Services
AIS	Automated Information System
APLUS	Absence Payroll Labor Utilization System
ASP	Active Server Pages
ATLC	Atomic Trades Labor Council
ATM	Asynchronous Transfer Mode
AUTODIN	Automated Defense Information Network
BAAR	BJC Authorized Approval Request
BJC	Bechtel Jacobs Company, LLC
BJC IT	Bechtel Jacobs Company Information Technology Organization
BWXT Y-12	BWXT Y-12, LLC
CAA	Computer Access Authorization
CAAS	Criticality Accident Alarm System
CAD	Computer Assisted Design
CAS	Criticality Alarm System
CCSD	Computing and Computational Sciences Directorate
CIAC	Computer Incident Advisory Center
CIK	Crypto-Ignition Keys
CIO	Corporate Information Officer
CLIN	Contract Line Item Number
CM	Configuration Management
CMS	Configuration Management System
CMRS	COMSEC Material Record System
CO	Contracting Officer
COMSEC	Communications Security
COR	Contracting Officer’s Representative

COTS	Commercial Off-The-Shelf
CSN	Classified Services Network
CSPP	Cyber Security Plan Project
CTM	Contract Technical Monitor
CTSO	Computing and Telecommunications Security Organization
DBA	Database Administration
DBMS	Database Management System
DCE	Distributed Computing Environment
DES	Data Encryption Standard
DHCP	Dynamic Host Control Protocol
DNFSB	Defense Nuclear Facilities Safety Board
DNS	Domain Name Service
DOE	U.S. Department of Energy
DOEBN	Department of Energy Business Network
DOE-HQ	U.S. Department of Energy-Headquarters
DOE-ORO	U.S. Department of Energy Oak Ridge-Operations Office
EIM	Enterprise Information Management
EM	Environmental Management
EPA	Environmental Protection Agency
ERP	Enterprise Resource Planning
ES&H	Environmental Health & Safety
Esnet	DOE Energy Sciences Network
ESS	End-User Support Services
ETTP	East Tennessee Technology Park
FAQ	Frequently Asked Questions
FDDI	Fiber Distributed Data Interface
FI&S	Facilities, Infrastructure, and Services
FSR	Feasibility Study Report
FTE	Full-Time Equivalent
FTP	File Transfer Protocol
GAL	Global Address List
GET	General Employee Training
HDMS	Help Desk Management System
HDSL	High-Speed Digital Subscriber Line
HP	Hewlett Packard
HQ	DOE Headquarters
HRP	Human Reliability Program
IEEE	Institute of Electrical and Electronics Engineers, Inc.
IG	DOE Inspector General
IIS	Interim IT Services
IMS	Information Management Services
IOS	CISCO Internet Work Operating System Software
IP	Internet Protocol
IRMD	Information Resources Management Division
IS&T	Information Systems and Technology
ISDN	Integrated Services Digital Network
ISO	International Organization for Standardization
ISSO	Information Systems Security Officer
ISP	Internet Service Provider
ISSP	Information System Security Plan
IT	Information Technology

ITAC	Information Technology Advisory Council
IT-CM	Information Technology—Configuration Management
ITIL	Information Technology Infrastructure Library
ITMS	Information Technology Management Services
ITO	Information Technology Organization
ITS	Information Technology Services
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LOE	Level of Effort
M&I	Management and Integration
M&O	Management and Operating
MHP	Managed Hardware Program
MIS	Miscellaneous IT Services
MLS	Multi-Level Security
MRTG	Multi-Router Traffic Grapher
NAS	Network Attached Storage
NCTD	Networking and Computing Technologies Division
NES	Network Encryption System
NNSA	National Nuclear Security Administration
NSC	Y-12 National Security Complex
NSMS	Network Security Management System
NTIA	National Telecommunication and Information Administration
NWC	Nuclear Weapons Complex
OIG	Office of the Inspector General
OMB	Office of Management and Budget
ORFICN	Oak Ridge Federal Integrated Communications Network
ORNL	Oak Ridge National Laboratory
ORO	Oak Ridge Operations
ORR	Oak Ridge Reservation
OS	Operating System
PAAA	Price-Anderson Amendments Act
PACE	Paper, Allied Industrial, Chemical and Energy Workers International Union
PAD	Paducah
PC	Personal Computer
PDA	Personal Data Assistant
PH	Online Phone Book
PKI	Public Key Infrastructure
PORTS	Portsmouth
PPP	Point-To-Point Protocol
PR	Performance Requirements
PSAP	Personnel Security Assurance Program
PSS	Plant Shift Superintendent
PWS	Performance Work Statement
QASP	Quality Assurance Surveillance Plan
RDBMS	Relational Database Management System
RFP	Request For Proposal
SAM	Software Application Manager
SAP	Systems, Applications and Products in Data Processing
SCB	Software Control Board
SCSI	Small Computer Software Interface
SIMEX	Secure Information Management Exchange System

SMS	Server Management Services
SNAS	Secure Net Access Subnet
SNS	Spallation Neutron Source
SOW	Statement of Work
SPUDS	Software Product Update and Distribution System
SSH	Secure Shell
STE	Secure Terminal Equipment
STU	Secure Telephone Unit
TCB	Terminal Connection Box
TCP/IP	Transmission Control Protocol/Internet Protocol
TEC	Tivoli Enterprise Console
TEMA	Tennessee Emergency Management Agency
TFTP	Trivial File Transfer Protocol
TO	Task Order
UCAMS	Universal Computer Account Management System
UHF	Ultra High Frequency
UID	User Identifier
UNSR	Unclassified National Security Related
USEC	United States Enrichment Corporation
USN	Unclassified Services Network
UT Battelle	University of Tennessee and Battelle
VLAN	Virtual Local Area Network
VPN	Virtual Private Network
VSS	Visual Source Safe
WA	Work Authorization
WAN	Wide-Area Network
WBS	Work Breakdown Structure
YSO	Y-12 Site Office